

**CHIEF OF SPECIAL SERVICES**  
**STUDY GUIDE**

A written examination for the class of **CHIEF OF SPECIAL SERVICES** to be administered in **BATON ROUGE** on **JANUARY 5, 2017**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>FIRE SERVICE MANAGEMENT</b>  Knowledge of the principles of effective fire service management involving; researching, planning, organizing, directing, inspecting, and evaluating departmental operations; financial management; and personnel management, including applicable provisions of civil service law.	37.0%
<b>MANAGING EQUIPMENT/PROPERTY/SUPPLIES</b>  Knowledge of the general care and maintenance, inspection, and purchasing of equipment, property and supplies, including verifying that equipment is tested and meets applicable standards.	17.0%
<b>RECORDS/REPORTS/CORRESPONDENCE</b>  Knowledge of effective records-management practices, including preparation, content, and retention; and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	17.0%
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; to maintain discipline; and to train subordinate personnel.	29.0%

**REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

### **PRIMARY REFERENCE MATERIAL**

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**MANAGING FIRE AND RESCUE SERVICES**, International City Management Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed., 2002.

**NOTE: Available through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

### **INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS** (Training Manuals):

Chief Officer, 2nd ed., 2004.

Respiratory Protection for Fire and Emergency Services, 1st ed., 2002.

Fire and Emergency Services Company Officer, 4th ed., 2007.

### **NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:**

**MANAGEMENT IN THE FIRE SERVICE**, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

**FIRE PROTECTION HANDBOOK**, NFPA, 19th ed., 2003.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.